

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

Department Summary

Mission Statement

To fairly regulate business, while ensuring consumer protection in commercial transactions in Hawaii.

Department Goals

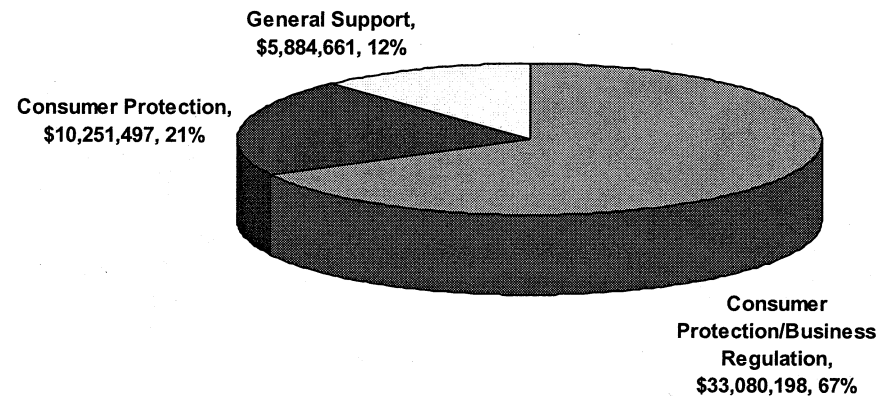
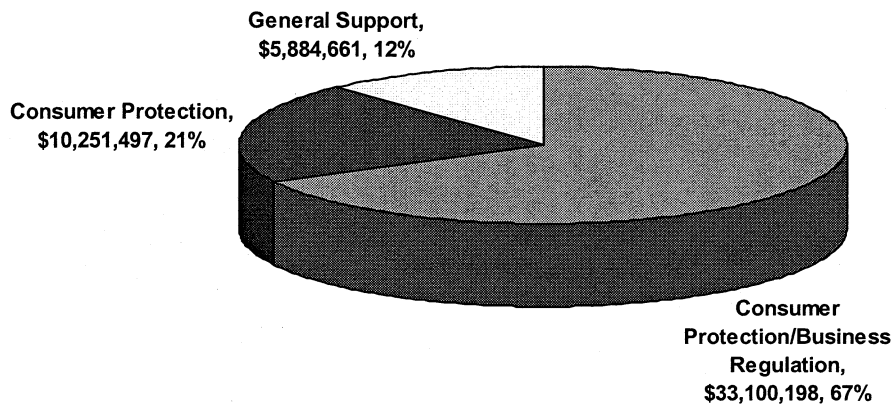
To develop, promote, and implement rational business regulation; to consider the public interest and increase the opportunity for public involvement in the regulatory process; and to ensure fairness in the conduct of administrative hearings that address decisions made by department regulators.

Significant Measures of Effectiveness

	<u>FY 2010</u>	<u>FY 2011</u>
1. Percentage of complaints resolved within 90 days	95	95
2. Percentage of new licenses issued within 10-12 business days	95	95
3. Number of businesses directly affected by investigations	2000	2000

FB 2009-2011 Operating Budget by Major Program Area

FY 2010
FY 2011



DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

MAJOR FUNCTIONS

- Develops standards relating to the licensing of and general supervision over the conduct of the financial services industry, professions, businesses, trades, and insurance companies.
- Grants or denies the issuance of professional, business and trade licenses; directs investigations, holds hearings, and suspends, revokes or reinstates licenses; makes, amends or repeals such rules and regulations deemed necessary to fully effectuate the provisions of the laws within the Department's scope and jurisdiction.
- Represents, protects, and advances the interest of consumers of utility services; conducts investigations; assists and cooperates with Federal, State, and local agencies to protect the consumer's interests in the public utilities fields.
- Coordinates consumer protection activities in the State; conducts investigations, research, and enforces laws, rules, and regulations in the area of consumer protection; provides consumer education services and programs.
- Administers the laws of the State relating to corporations; partnerships; sales of securities; registration of trademarks, tradenames, prints and labels; miscellaneous business registrations; financial services industry; the insurance industry; and provides advice on business formation.
- Ensures that subscribers are provided with cable communication services which meet acceptable standards of quality, dependability, and fair rates; establishes technical standards of performances; maintains surveillance over filed rates, charges, terms, and conditions of services; and monitors the operations and management of cable television operators.

MAJOR PROGRAM AREAS

The Department of Commerce and Consumer Affairs has programs in the following major program areas:

Individual Rights

Consumer Protection/Business Regulation

CCA 102	Cable Television
CCA 104	Financial Institution Services
CCA 105	Professional and Vocational Licensing
CCA 106	Insurance Regulatory Services
CCA 111	Business Registration and Securities Regulation

Consumer Protection

CCA 103	Consumer Advocate for Communication, Utilities, and Transportation Services
CCA 110	Office of Consumer Protection
CCA 112	Regulated Industries Complaints Office

General Support

CCA 191	General Support
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Department of Commerce and Consumer Affairs
(Operating Budget)

		Allocation		
		FY 2009	FY 2010	FY 2011
Funding Sources:	Positions	396.00	398.00	398.00
Special Funds	\$	46,293,716	46,844,520	46,844,520
		5.00	8.00	8.00
Trust Funds		2,330,875	2,391,836	2,371,836
		401.00	406.00	406.00
Total Requirements		48,624,591	49,236,356	49,216,356

Major Adjustments in the Executive Budget Request: (general funds unless noted)

1. Adds \$527,898 in special funds and \$36,205 in trust funds for various divisions' fringe benefits increases.
2. Transfers 1.00 temporary special fund position and 1.00 permanent special fund position from the Business Registration Division to Regulated Industries Complaints Office and increases the special fund ceiling by \$76,012 for personal services costs.
3. Converts 5.00 temporary special fund positions to 5.00 permanent special fund positions in the Professional and Vocational Licensing Division.

Department of Commerce and Consumer Affairs
(Capital Improvements Budget)

	<u>FY 2010</u>	<u>FY 2011</u>
Funding Sources:		
General Obligation Bonds	0	0
Federal Funds	0	0
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Total Requirements	0	0
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Highlights of the Executive CIP Budget Request: (general obligation bonds unless noted)

1. None.